

ABSTRACT

The present invention relates to a virtual technician adapted to run on different platforms and to provide programming instructions and trouble shooting tips to users. The virtual technician can run on a computer or a radiotelephone. It allows a user to learn how to program or to trouble shoot a radiotelephone without going through a technical manual. The virtual technician prompts the user to select the task and displays the information on a user interface screen. The virtual technician may also assist the user to program a radiotelephone.